

Evaluation of the Arkansas Tobacco Quitline

January 1, 2011 – December 31, 2011



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Key Findings:

- A total of 11,024 unique tobacco users registered for tobacco cessation intervention services during 2011. This number represents a 29.8% decrease in registrants compared to 2010.
- Between January 2011 and December 2011, a total of 27% of registrants reported hearing about the Quitline from their Health Care Provider.
- The percent of registrants entering the Quitline services via fax referral enrollments significantly increased when compared to the first half of FY 2010/11. This percentage increased from 18% to 30% over the six month time period.
- An analysis of the benefits programs assigned to tobacco users when registering for services shows that 67% of registrants were enrolled in the “5 Call-Benefits” program that included eligibility for NRT.
- During 2011, four percent (4%) of all Quitline registrants identified themselves as homosexual, bisexual, or transgendered
- The average start age for all registrants was 16.6 years of age. The average age at the time of registration for registrants was 40.1 years of age.
- Quit rates at the 7-month follow-up varied by intervention received. Among follow-up survey participants, 28.8% of those receiving multiple call intervention plus NRT report 30-day abstinence and 30.1% for those receiving multiple call intervention without NRT.
- At the 30-day quit standard, 38% of the Single Quitters reported abstinence from tobacco as compared to 22% of Repeated Quitters.
- The Black/African-American tobacco users who participated in the 7-month follow-up showed a 30-day quit rate of 25%. Hispanic tobacco users had a 30-day quit rate of 32%.
- The smokeless tobacco users who participated in the 7-month follow-up again showed a high 30-day quit rate of 36%.
- The monthly quit rate shows considerable variation between months. Most notable is the lowest quit rate percentage for the January 2011 cohort group at 14%.
- The 2011 cost per quitter is estimated at \$466.

Analysis of Client Demographic, Service and Treatment Data

From January 1, 2011 through December 31, 2011, a total of 12,602 Arkansans used the Arkansas Tobacco Quitline (ATQ) for services. Of these Arkansans, 11,524 (91%) were Tobacco Users, 339 (3%) were General Public, 140 were Proxies (1%), and 99 were Providers (<1%).

Of the total Arkansas tobacco users who registered with the ATQ to receive tobacco cessation intervention (11,024), a total of 70% received the multiple call telephone cessation program, while 30% received the single call telephone cessation program. The focus for this report is tobacco users enrolled in either the single call (n=3,348) or multiple call (n=7,676) intervention. Of the total multiple call registrants, 6,744 (88%) received multiple call intervention plus nicotine replacement therapy (NRT). Of the total single call registrants, 1,268 (38%) received single call intervention plus nicotine replacement therapy (NRT). Of the NRT recipients, 78% received the nicotine patch and 22% received nicotine gum.

Registrants to the ATQ represent all race/ethnic groups including American Indian or Alaskan Native (2%), African American (16%), and White (75%) residents. A total of 2% of callers reported that they were of Hispanic ethnicity and 15% of tobacco users who registered for services were between the ages of 15 and 24 years. These percentages show little to no change compared to race/ethnic composition of ATQ registrants in past years. Demographic information of note is the 8% - 16% of registrants that report having one or more chronic diseases with 16% of the registrants reporting they have Asthma. (Exhibit 1). Less than half (45%) of the registrants are enrolling in the on-line Web Coach cessation assistance program.

Exhibit 1: Demographic characteristics of One Call & Multiple Call registrants (n=11,024)

Gender	Female	7277	66%
	Male	3741	34%
	Missing/Refused	6	0%
Female	Pregnant	310	3%
	Planning Pregnancy	134	1%
	Breastfeeding	37	0%
Race	White	8314	75%
	American Indian or Alaska Native	234	2%
	Black or African American	1812	16%
	Other	313	3%
	Missing/Refused	351	2%

Exhibit 1: (continued) Demographic characteristics

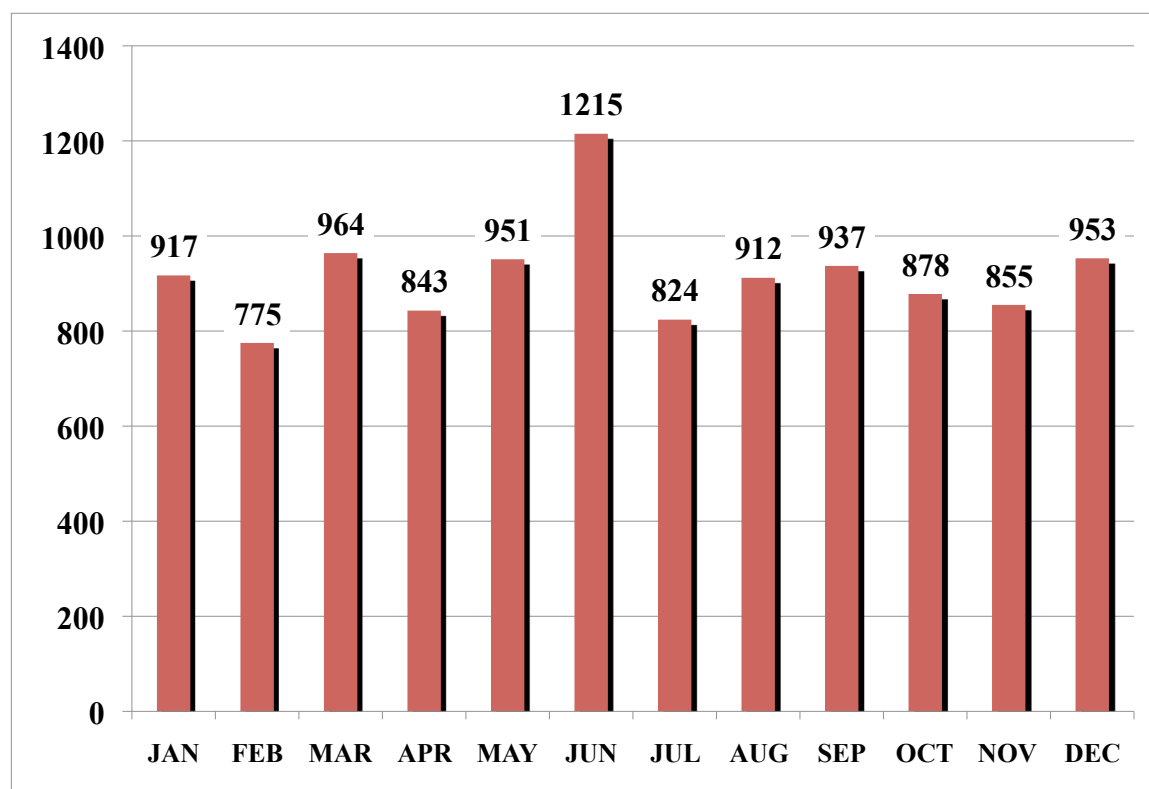
Ethnicity	Hispanic-Eng. Int	187	2%
	Hispanic-Span Int	73	1%
	Non-Hispanic	10386	94%
	Not Collected/Asked	290	3%
	Don't Know/Refused	88	0%
Age	15-17	72	1%
	18-24	1545	14%
	25-34	2828	26%
	35-44	2222	20%
	45-54	2584	23%
	55-64	1329	12%
	65-74	372	3%
	75+	62	1%
	Missing	10	0%
Education	Less than grade 9	481	4%
	Grade 9-11, no degree	1930	18%
	High School Degree or GED	4207	38%
	Some College or Voc. School	2984	27%
	College or University Degree	977	9%
	Not Collected/Asked	381	3%
	Don't Know/Refused	64	1%
Chronic Disease	Diabetes	1039	9%
	Asthma	1717	16%
	COPD	1482	13%
	CAD	893	8%
Sexual Orientation	Heterosexual	9878	90%
	Homosexual	201	2%
	Bisexual	181	2%
	Transgender	6	0%
	Missing/Refused	758	6%
Online Activity	Provided Email	4930	45%
	Enrolled in Web Coach	4967	45%
	Consented to Follow-Up	10184	92%

During 2011, forty-five percent of the new registrants provided a contact email address at the time of registration. The same registrants accounted for 90% of all registrants enrolling in the Web Coach program. These two dimensions indicate that approximately half of the Quitline registrants are receptive to the use of internet resources to assist in their quit attempts.

Average monthly enrollment

An examination of the number of tobacco users registering for services shows an average enrollment of 919 new registrants per month. This percentage represents a 16-percentage point decrease in average enrollment compared to FY 10/11. The monthly number of new registrants remained consistent over the past twelve months with the exception of June 2011 (Exhibit 2).

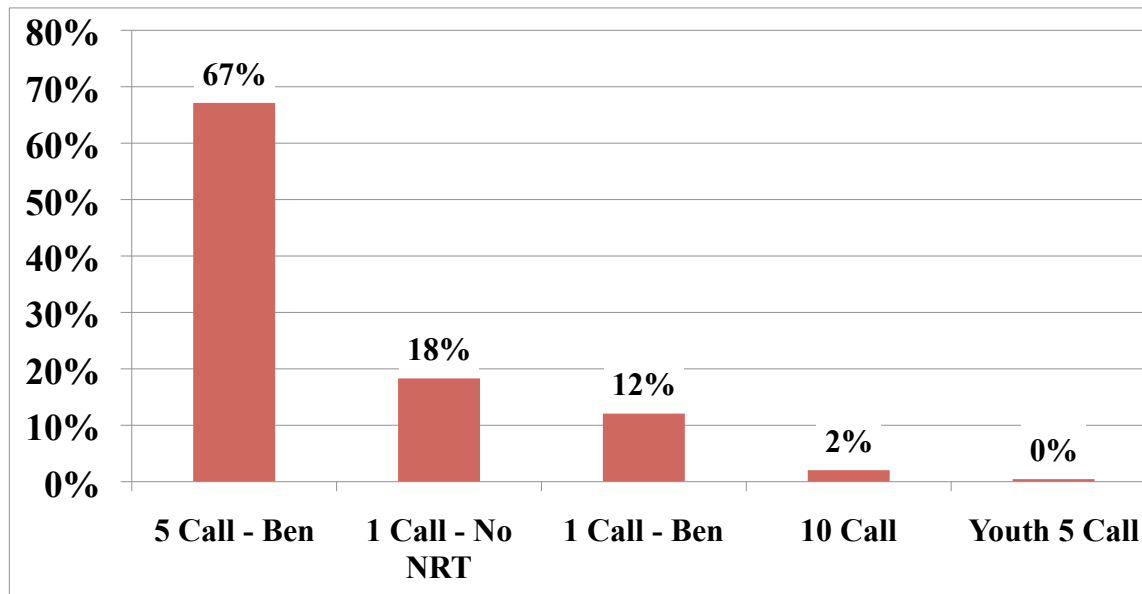
Exhibit 2: Number of tobacco users registering for services per month



Benefits Program

An analysis of the benefits programs assigned to tobacco users when registering for services shows that 67% of registrants were enrolled in the “5 Call-Ben” program that included eligibility for NRT. A total of 18% of the registrants were enrolled in the “1 Call-No NRT Program”, 12% in the “1 Call-Ben”, and less than 2% in the “10 Call” (Pregnancy Program) and the “Youth 5 Call” program (Exhibit 3).

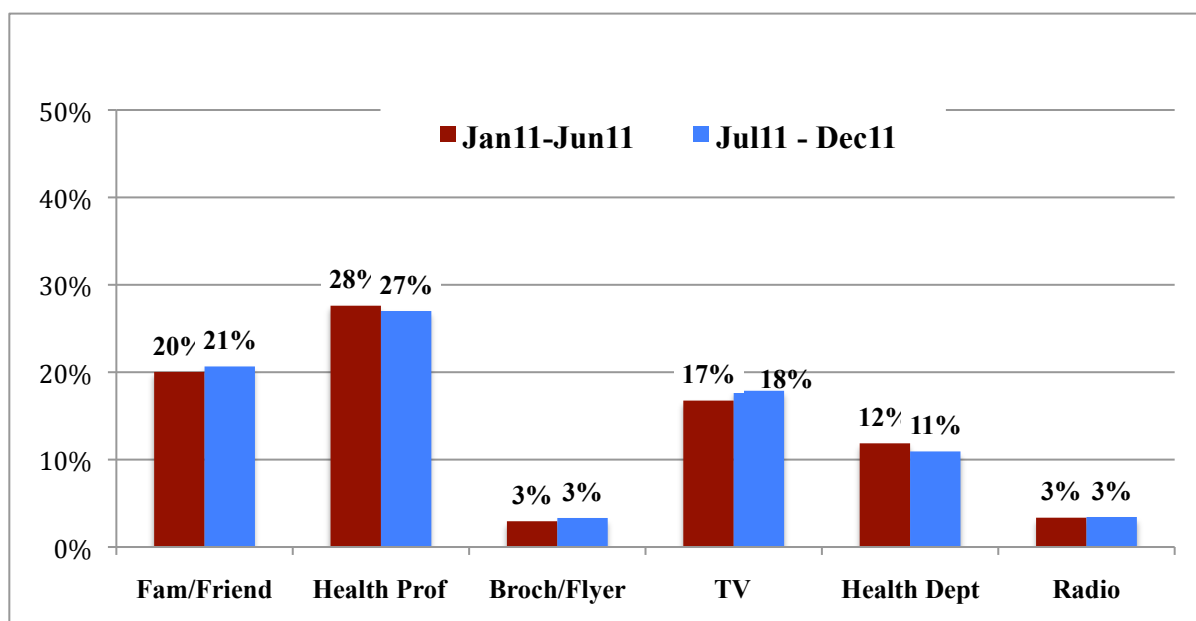
Exhibit 3: Benefits Program of Quitline registrants by category



How do Quitline registrants hear about the Quitline?

When tobacco users register for services with the Quitline, they are asked a question concerning the source of their knowledge about the Quitline services. This question provides an indicator of the success of promotional efforts of the Quitline within the community. The percentage of registrants reporting they heard about the Quitline remained constant between January 2011-June 2011 and July 2011-December 2011.

Exhibit 4: How tobacco users who registered for services heard about the Quitline



Inbound Phone and Fax Referral Enrollment

The majority of registrants still enroll via Inbound Phone Call enrollments. However, the number of fax referral enrollments has increased over the years. Fax referrals offer the opportunity for health care providers to proactively request the Quitline contact patients who want help quitting tobacco. Of the total amount of registrations in the first half of the 2011, 1,721 registrants (30%) enrolled as the result of a fax referral. Of the total amount of registrations in the second half of the 2011, 1,433 registrants (27%) enrolled as a result of a fax referral.

Sexual Orientation

Starting September 2009, a new dimension was introduced into the registration intake assessment. Registrants were asked to self-identify their sexual orientation. Research has shown that same-gender sexual orientation and sexual behavior have been identified as risk factors for smoking. Lesbians and gay men have been identified for an increased risk for morbidity and mortality due to higher levels of cigarette use. During 2011, four percent (4%) of all Quitline registrants identified themselves as homosexual, bisexual, or transgendered. This percentage represents the reach the Quitline has in the Arkansas LGBT community. The percentage can be used to assess whether the Quitline is reaching the LGBT community and serve as a baseline for measuring the result of outreach efforts to this at-risk population.

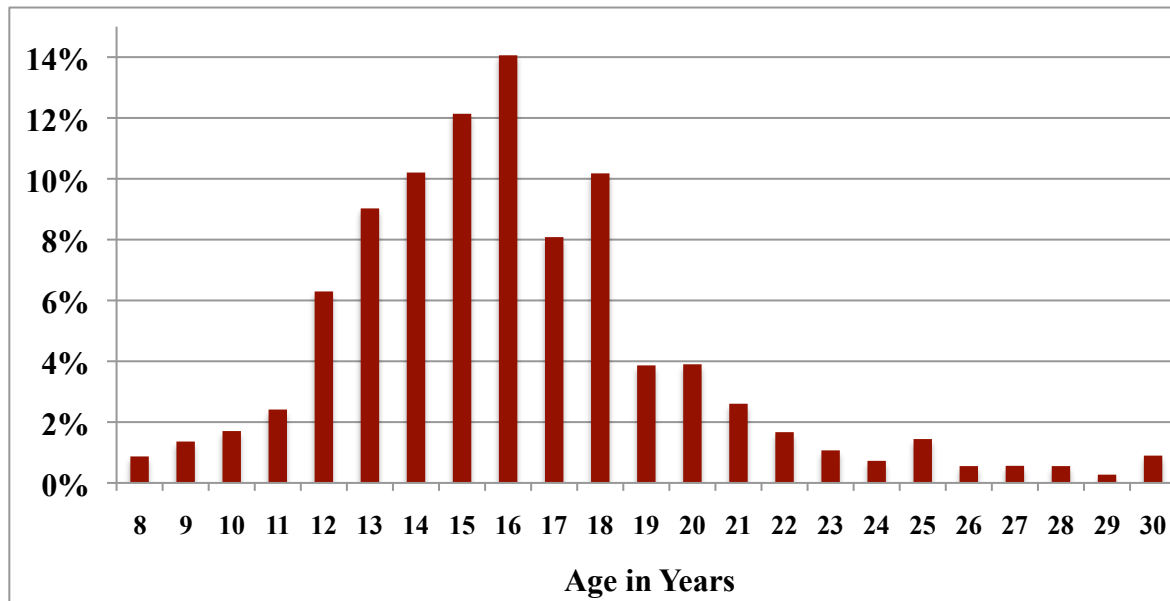
Smoking Start Age

During the Quitline intake session, registrants were asked the age they started using tobacco. The average start age for all registrants was 16.6 years of age. The average age at the time of registration for registrants was 40.1 years of age. This differential indicates that registrants, on average, seek Quitline assistance after many years of smoking (Exhibit 5).

Of the 1,882 registrants that were 25 years of age or younger (Younger Smokers) at the time of registration, the average start age was 15.0 years which is significantly younger compared to the 26+ years registrants (Older Smokers) with an average start age of 16.9 years.

Analysis of these two groups also indicates a significant difference in smokeless tobacco usage and frequency of use. Approximately 7% of the Younger Smokers reported using smokeless tobacco, with only 3% of the Older Smokers reported smokeless tobacco use. Of the Younger Smokers/Smokeless Tobacco users, 55% reported they used smokeless tobacco “Everyday.” Of the Older Smokers/Smokeless Tobacco users, 69% reported they used smokeless tobacco “Everyday.”

Exhibit 5: Age Registrants Started using Tobacco (n=11,024)



Follow-Up Interviews with Quitline Registrants

Telephone interviews were conducted with samples of Quitline registrants between January 2011 and December 2011. The 4- and 7-month follow-up cohorts are a sample of Quitline tobacco user registrants in both the single call and multiple call interventions. Exhibit 6 describes the completions, response rates, cooperation rates, and refusal rates for each of the follow-up surveys by cohort. A total of 1,275 registrants were interviewed at the 4-month interval, 893 registrants were interviewed at the 7-month interval, and 165 registrants were interviewed at the 13-month interval. At the 4-month follow-up the response rate was 45% and the cooperation rate was 75%. At the 7-month follow-up the response rate was 67% and the cooperation rate was 88%. At the 13-month follow-up the response rate was 53% and the cooperation rate was 76%. The response rate is the number of completed interviews divided by the total number of Quitline registrants in the sample. The cooperation rate is the number of completed interviews divided by the number of contacted eligible respondents. A total of 14% of clients contacted refused to participate in the 4-month follow-up study. A lower percentage (9%) refused to participate at the 7-month follow-up interval and 16% refused to participate in the special 13-month study.

Exhibit 6: Sample sizes, completions, and response rates

	COMPLETES		
	4-month Sept 10-Aug 11 Registrants	7-month Dec 09-Nov 10 Registrants	13-month 10-Jan Registrants
Single Call Completes	492	283	22
Multiple Call Completes	783	610	143
Total Completes	1275	893	165

	RATES		
	4-month Sept 10-Aug 11	7-month June 10-May 11	13-month 10-Jan
Response Rate	45%	67%	53%
Cooperation Rate	75%	88%	76%
Refusal Rate	14%	9%	16%

In addition to the stratified random sample of 20% for both the single call and multiple call registrants, four special population groups were oversampled. Three groups were sampled at 100% rate: Hispanics, Pregnant Women, and Smokeless Tobacco Users. Sampling of the Black/African American registrants was increased beyond the 20% rate during the year in order to increase the number of completes in this special population. Quitline participants may be members of more than one special population cohort. Only registrants who were successfully contacted and agreed to participate are reflected in the sample sizes in Exhibit 7.

Exhibit 7: Completed interviews from special populations

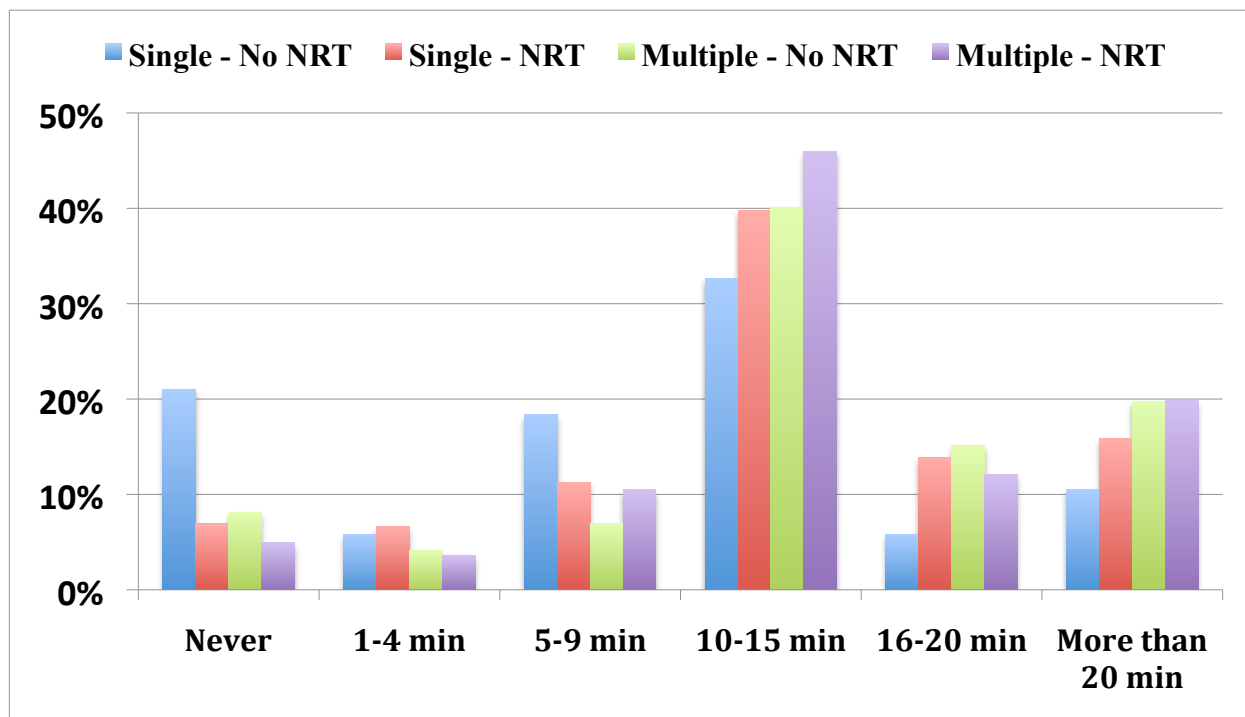
Special Population	4-month Sept 10-Feb 11 Registrants	7-month Jun 10-May 11 Registrants	13-month Jan-10 Registrants
Black/African American	431	328	155
Hispanic	80	59	9*
Pregnant	51	18*	11*
Smokeless	161	114	40*

*Sample size does not allow quit rates to be calculated for this group.

Length of Intervention

Respondents were asked to recall the estimated length of their first intervention call with the Quit Coach. Exhibit 8 shows the ranges of time for the four intervention groups with the highest percentages in each of the four groups reporting between 10-15 minutes for the estimated time. Of concern is the 21% of the Single/No NRT group that reported that they “Never” talked to a quit coach and the 18% that reported a time of “5-9 minutes.” Because this group receives only one session with no NRT support, it is concerning that 39% of this group either did not perceive they had received intervention services or they received a shortened intervention service.

Exhibit 8: Estimated time spent on first intervention call with Quit Coach



Quit Success by Quit Status

In the 4-month follow-up interview questions are asked relating to the participant's attempt to quit tobacco use for 24 hours or longer. Registrants who have attempted (and re-attempted) to quit are considered to be in the Active stage of the quit process. An analysis of abstinence rates for registrants in the Active Stage of quitting was conducted (Exhibit 8). Three groups were defined: Non-Quitters, Single Quitters, and Repeat Quitters.

Exhibit 8: 30-day Abstinence rates by quit status at 4-month Follow-up

	30 Days Abstinent		
	Total N	Percent Abstinent	95% CI
Non-Quitters	187	0%	
Single Quitters	484	38%	(34.2, 42.8)
Repeat Quitters	604	22%	(18.9, 25.5)

At the 30-day quit standard, 38% of the Single Quitters reported abstinence from tobacco as compared to 22% of Repeated Quitters. The confidence intervals (CIs) for the calculated quit rates for the Single Quitters and Repeat Quitters do not overlap, indicating that the differences between these two groups is significant.

Quit Experiences Reported at the 4- and 7-month Follow-up

Thirty-day abstinence rates are calculated at two follow-up intervals (4-months and 7-months). Quit rates are calculated by intervention type. In the survey, respondents were asked whether they had used tobacco in the previous 30 days and if they used any NRT since calling the Quitline. Respondents were classified in the No NRT/NRT groups based upon their use of any NRT, regardless of type, length of use, or whether the NRT was supplied by the Quitline. Respondents who were identified by the vendor as being sent NRT, but did not use the NRT, were classified in the No NRT group.

For each calculated quit rate, a 95% confidence interval (CI) was calculated and reported. This CI provides a range of values, within which, we are 95% confident that the "true" quit rate lies. Because our calculated quit rates are based on a sample of the population, some uncertainty will exist about the accuracy of the estimate. The CI is interpreted as the plausible range of values for the true quit rate. Generally, a wide CI indicates that the sample size is small, and the precision of the estimated quit rate is poor. These results should be interpreted with caution. When comparing the quit rates between treatment groups, if the CIs do not overlap then the differences are likely to be meaningful.

30-Day Abstinence

The standard measure of the effectiveness of the Arkansas Tobacco Quitline is the 30-day abstinence rate. At each follow-up interval, respondents were asked whether they have used tobacco in the previous thirty days. Abstinence rates and confidence intervals (CIs) were calculated for registrants enrolled in the Single and Multiple Call programs and NRT usage.

Among Arkansas Tobacco Quitline registrants participating in the follow-up surveys, 27.2% of registrants receiving Single Call/NRT and 29.0% of registrants receiving Multiple Call/NRT reported tobacco abstinence at 4-months (Exhibit 9a). The similarities in abstinence rates indicate that there is no significant difference between registrants that receive a single quit session and registrants receiving multiple quit sessions providing that NRT is provided and used.

The 30-day abstinence rate for Multiple Call/NRT respondents is 28.8% at 7-month follow-up. The 30-day abstinence rate for Multiple Call/No NRT respondents increased to 30.1% at the 7-month interval but neither of the rates are significant increases from the 4-month rate. (Exhibit 9b).

Exhibit 9a: Respondents abstinent 30 or more days at 4-month follow-up by NRT

	Intervention/NRT Status			
	Single Call		Multiple Call	
	No NRT	NRT	No NRT	NRT
Abstinent	26	82	37	177
Total N	190	302	172	611
Percent	13.7%	27.2%	21.5%	29.0%
Confidence Range	9.5% -19.3%	22.4% - 32.4%	16.0% - 28.2%	25.5% - 32.7%

Exhibit 9b: Respondents abstinent 30 or more days at 7-month follow-up by NRT

	Intervention/NRT Status			
	Single Call		Multiple Call	
	No NRT	NRT	No NRT	NRT
Abstinent	29	34	77	102
Total N	158	125	256	354
Percent	18.4%	27.2%	30.1%	28.8%
Confidence Range	13.1% -25.1%	20.2% -35.6%	24.8% -36.0%	24.3%-33.7%

Exhibit 9c: Estimated percentage abstinent 30 or more days at 7-month follow-up by NRT with Confidence Intervals

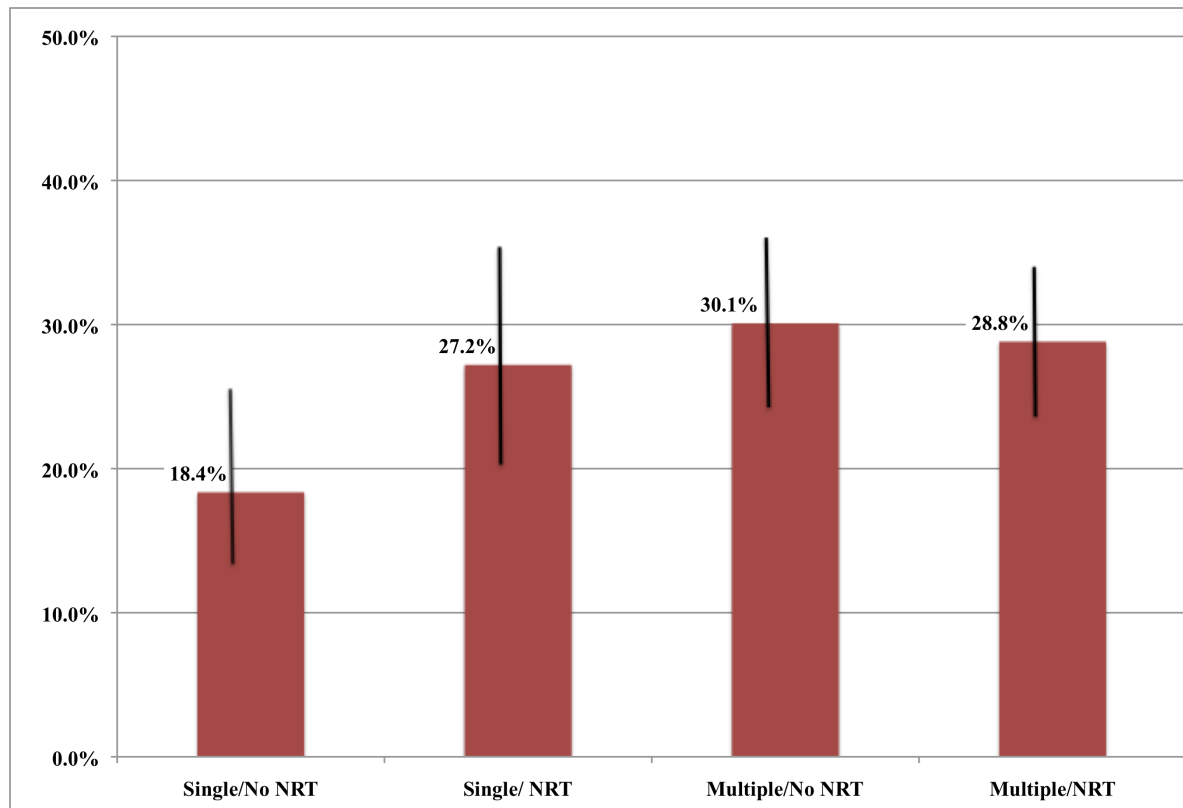


Exhibit 10: Respondents abstinent 30 or more days at 4-month follow-up by month

Monthly Counts	4-month Count	4-month quit rate
Sep-10	39	23%
Oct-10	38	26%
Nov-10	17	21%
Dec-10	24	25%
Jan-11	12	14%
Feb-11	19	29%
Mar-11	9	15%
Apr-11	30	34%
May-11	41	28%
Jun-11	30	30%
Jul-11	25	26%
Aug-11	38	28%
All Months	322	25%

The monthly quit rate shows considerable variation between months. Most notable is the lowest quit rate percentage for the January 2011 cohort group at 14%. It is documented that many tobacco users use the New Year's holiday as motivation to quit and seek the Quitline for cessation support. Unfortunately, the data shows that most tobacco users that register for services during this time are unable to remain abstinent at the 4-month follow-up (Exhibit 10)

Quit Rate Measures

To account for the loss of follow-up respondents and potential bias in the estimates calculated for these respondents, the 7-month/30-day quit rate measures were calculated using *Adjusted* and *ITT* (Intent-To-Treat) responder rate methods (Exhibit 11). The *Adjusted* method includes completes, refusals, and no-answers in the denominator (n=1,326). This method assumes that all participants with these final call dispositions continue to be tobacco users. The *ITT* method is the most conservative and includes all tobacco users who were randomly selected for follow-up. This denominator includes participants with incorrect contact information such as Not-in-service or Wrong number (n=1,481).

Exhibit 11: Comparison of 7-month/30-day quit rate measures by Intervention and NRT status

Quit Measure Method	7-month Single Call		7-month Multiple Call	
	No NRT	NRT	No NRT	NRT
Follow-up Quit Rate n=893	18.4%	27.2%	30.1%	28.8%
Adjusted Quit Rate n=1326	12.4%	18.3%	20.3%	19.4%
ITT Quit Rate n=1481	11.1%	16.4%	18.1%	17.4%

Estimated Total Quitters and Investment Per Quitter

Using the 7-month/30-day quit rates and the total number of registrants for each quit group, estimates of the number of total quitters are calculated. Using the vendor total services and medications costs, the 2011 calendar year cost per quitter is estimated to be \$466 (Exhibit 12).

Exhibit 12: Estimated Total Quitters and Cost per Quitter (Jan 11 – Dec 11)

	Quit Rate	Total Registrants	Estimated Quitters
Single Call – No NRT	18.4%	2,080	383
Single Call - NRT	27.2%	1,268	345
Multiple Call – No NRT	30.1%	932	281
Multiple Call - NRT	28.8%	6,744	1,942
Total		11,024	2,950
Total Cost for Treatment & Services	\$ 1,374,044		
Cost per Quitter	\$ 466		

Focus on Special Populations January 2011 – December 2011

Special Population Analysis

Calculations of the 30-day abstinence rate for special populations were conducted for the groups with greater than 50 respondents in the 7-month follow-up cohorts. Given the time frame (January 2011 – December 2011) for the data, calculations were made for three of the four special population groups: Black registrants, Hispanic registrants, and Smokeless Tobacco registrants. The sample size of Pregnant Women responding to the 7-month follow-up survey was too small to calculate a valid quit rate. In addition, an ad-hoc analysis was calculated for registrants who enrolled/non-enrolled in the Web Coach program at the time of intake.

Twenty-nine (25%) percent of Black respondents reported 30-day abstinence at the 7-month follow-up (Exhibit 13). The Smokeless Tobacco Users (exclusive and combination) who participated in the 7-month follow-up again had an estimated 30-day quit rate of 36%. Thirty-two percent (32%) of Hispanic respondents reported 30-day abstinence at the 7-month follow-up.

The wide CIs for the Smokeless Tobacco Users and Hispanic respondents indicates that the sample sizes are still small, and the precision of the estimated quit rate for this group at this time is still not good. These results should be interpreted with caution.

Thirty-one percent (31%) of Web Coach registrants reported 30-day abstinence at the 7-month follow-up. Twenty-four (24%) registrants who did not enroll in the Web Coach program reported 30-day abstinence. Although the CIs slightly overlap, the difference between the two groups is approaching significant. It is suggested that an in-depth analysis of Web Coach participation be conducted in the next semi-annual report.

Exhibit 13: Special populations: 30-day abstinence at 7-month follow-up interval

	30 Days Abstinent		
	7- month follow-up		
	Total N	Percent Abstinent	95% CI
Black	328	25%	(20.3, 29.6)
Smokeless	114	36%	(27.8, 45.1)
Hispanic	59	32%	(21.7, 44.9)
Web-Coach	372	31%	(26.7, 36.1)
Non-Web Coach	521	24%	(20.7, 28.0)
Pregnant	18	*	

*Sample size does not allow quit rates to be calculated for this group.

Comment

Special population analysis requires that identifying data be collected as part of the registration/coach process. When the necessary data is not collected, it reduces the ability to calculate estimated quit rates for these special populations. During the calendar year, data for a significant number of registrants was coded as “Not Collected” for the following demographic variables.

Variable	Count	Percent
Race	277	2.5%
Ethnicity	290	2.6%
Smokeless Tobacco user	1886	17.1%
SLT Frequency	25	5.7%

Validation of Free & Clear Service Records and Costs

As part of the evaluation efforts of the Arkansas Tobacco Quitline, the SRC completes a monthly validation of the vendor invoices and vendor service records. Due to increased quality control efforts of the vendor, there were no discrepancies between services and billing that needed clarification and research in order to reconcile the monthly invoices for 2011. Ultimately, all credits and adjustments were made to resolve the discrepancies and all issues relating to the outbound calls have been cleared and did not occur in the second half of the fiscal year.

APPENDIX A **7-month follow-up interview questions and percentage results**

7-month: June 2010 - May 2011 cohorts

Q1) Do you currently smoke cigarettes every day, some days, or not at all?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	54%	42%	36%	31%
2	Some days	25%	27%	47%	50%
3	Not at all	20%	31%	17%	18%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q1a) How many cigarettes do you smoke per day on the days that you smoke?

Code		119	82	160	226
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
0-5	1-5 cigarettes	24%	31%	28%	29%
6-10	6-10 cigarettes	29%	21%	28%	39%
11-19	11-19 cigarettes	9%	12%	13%	9%
20	1 pack	31%	24%	29%	16%
21-39	Less than 2 packs	3%	11%	2%	4%
40+	2 packs or more	3%	1%	0%	2%
777	Don't Know	0%	0%	0%	0%
999	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q1b) Is your usual cigarette brand menthol or non-menthol?

Code		29	18	40	61
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Menthol	48%	11%	30%	43%
2	Non-menthol	52%	89%	67%	57%
3	No usual type	0%	0%	3%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2a) What types of tobacco have you used in the past 30 days . . . Cigarettes?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	77%	67%	63%	65%
2	No	23%	33%	37%	35%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	6%	6%	7%	7%
2	No	93%	94%	93%	93%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2c) [What types of tobacco have you used in the past 30 days . . .] Pipe?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	1%	1%	1%	1%
2	No	98%	99%	99%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	4%	8%	5%	6%
2	No	95%	92%	94%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	0%	1%	1%	1%
2	No	99%	99%	99%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q3) What types of other products do you use?

Code		0	1	2	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Bidis	0%	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	0%	100%	50%	100%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
8	Other [Specify]	0%	0%	50%	0%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

Q4b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?

Code		10	7	16	25
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	30%	43%	18%	28%
2	Some days	70%	57%	64%	60%
3	Not at all	0%	0%	18%	8%
7	Don't Know	0%	0%	0%	4%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q5b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?

Code		10	7	13	21
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 per week	20%	14%	0%	10%
1-9	1-9	60%	29%	39%	66%
10-100	10-100	10%	43%	46%	5%
100+	100+	10%	14%	15%	19%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q4c) Do you currently smoke a pipe every day, some days, or not at all?

Code		2	1	2	3
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	0%	100%	50%	67%
2	Some days	100%	0%	50%	33%
3	Not at all	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q5c) How many pipes do you smoke per week during the weeks that you smoke?

Code		2	1	2	3
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 per week	0%	0%	50%	0%
1-9	1-9	100%	0%	50%	67%
10+	10+	0%	100%	0%	0%
777	Don't Know	0%	0%	0%	33%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q4d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?

Code		7	10	15	21
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	100%	40%	80%	76%
2	Some days	0%	50%	7%	24%
3	Not at all	0%	10%	13%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q5d) How many pouches or tins do you use per week during the weeks that you use tobacco?

Code		7	9	13	21
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 per week	14%	11%	8%	5%
1-5	1-5 tins	57%	78%	69%	71%
6+	6 or more tins	29%	11%	23%	24%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q4e) Do you currently use other types of tobacco, such as «insert tobacco given in Q3» every day, some days, or not at all?

Code		0	1	2	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Every day	0%	100%	50%	0%
2	Some days	0%	0%	0%	0%
3	Not at all	0%	0%	50%	100%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

Q5e) How much [how many] other types of tobacco, such as «insert tobacco given in Q3» do you use per week during the weeks that you use other tobacco?

Code		0	0	1	0
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 per week	0%	0%	0%	0%
1+	1 or more	0%	0%	0%	0%
777	Don't Know	0%	0%	100%	0%
999	Refused	0%	0%	0%	0%
	Total	0%	0%	100%	0%

Q6a) How soon after you wake up do you smoke your first cigarette?

Code		122	85	167	234
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Within five minutes	33%	35%	39%	21%
2	6 to 30 minutes	34%	35%	35%	38%
3	31 to 60 minutes	13%	13%	15%	18%
4	More than 60 minutes	18%	15%	10%	23%
7	Don't Know	1%	1%	0%	0%
9	Refused	1%	0%	1%	0%
	Total	100%	100%	100%	100%

Q6b) How soon after you wake up do you use tobacco other than cigarettes?

Code		20	18	30	48
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Within five minutes	5%	22%	13%	8%
2	6 to 30 minutes	10%	6%	10%	29%
3	31 to 60 minutes	20%	22%	30%	31%
4	More than 60 minutes	60%	44%	33%	25%
7	Don't Know	0%	6%	10%	4%
9	Refused	5%	0%	3%	2%
	Total	100%	100%	100%	100%

Q7a) Do you intend to quit using cigarettes within the next 30 days?

Code		121	84	161	229
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	59%	71%	63%	70%
2	No	39%	26%	34%	28%
7	Don't Know	1%	2%	2%	1%
9	Refused	1%	0%	1%	1%
	Total	100%	100%	100%	100%

Q7b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?

Code		10	7	16	25
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	60%	43%	69%	80%
2	No	30%	57%	25%	16%
7	Don't Know	10%	0%	6%	4%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q7c) Do you intend to quit using a pipe within the next 30 days?

Code		2	1	2	3
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	100%	0%	50%	33%
2	No	0%	100%	50%	67%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q7d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?

Code		7	10	15	21
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	57%	50%	60%	67%
2	No	29%	40%	33%	29%
7	Don't Know	14%	10%	0%	4%
9	Refused	0%	0%	7%	0%
	Total	100%	100%	100%	100%

Q7e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q3» within the next 30 days?

Code		0	1	2	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	0%	100%	50%	100%
2	No	0%	0%	0%	0%
7	Don't Know	0%	0%	50%	0%
9	Refused	0%	0%	0%	0%
	Total	0%	100%	100%	100%

Q8) Since you first called the Quitline on «registration date», 7 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	78%	90%	87%	92%
2	No	21%	10%	13%	8%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q8a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.

Code		123	112	223	326
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	1 time	47%	48%	43%	38%
2	2 times	21%	21%	27%	24%
3	3 times	15%	15%	15%	19%
4	4 times	7%	4%	6%	6%
5	5 times	2%	4%	2%	4%
6-9	6-9 times	4%	4%	3%	4%
10+	10+ times	3%	4%	3%	3%
777	Don't Know	0%	0%	1%	0%
999	Refused	0%	0%	0%	1%
	Total	100%	100%	100%	100%

Q9NRTO) Since your call to the Quitline on «registration date», 7 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	0%	100%	0%	100%
2	No	98%	0%	99%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	1%	0%
	Total	100%	100%	100%	100%

Q9a) Which NRT did you use?

Code		125		354	
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Patches	N/A	74%	N/A	67%
2	Gum	N/A	30%	N/A	29%
3	Lozenges	N/A	6%	N/A	16%
4	Inhaler	N/A	1%	N/A	1%
5	Nasal Spray	N/A	0%	N/A	0%
7	Don't Know	N/A	0%	N/A	0%
9	Refused	N/A	0%	N/A	0%

Q9b-1, Q9b-2, & Q9b-3) How many days did you use the Nicotine Replacement Therapy?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	None (0 days)	68%	27%	27%	16%
2	1-7 days	31%	73%	52%	63%
3	8-13 days	1%	0%	21%	21%
4	14 days - 2 weeks	0%	0%	0%	0%
5	15-21 days	0%	0%	0%	0%
6	22-28 days	0%	0%	0%	0%
7	29-49 days	0%	0%	0%	0%
8	56 days - 8 weeks	0%	0%	0%	0%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q10) Since you first called the Quitline seven months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	13%	11%	11%	9%
2	No	85%	89%	88%	91%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	1%	0%
	Total	100%	100%	100%	100%

Q10a) What types of pills or medication did you use?

Code		20	14	28	31
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Zyban	0%	0%	0%	0%
2	Bupropion	0%	0%	0%	6%
3	Wellbutrin	10%	29%	4%	23%
4	Chantix or Varenicline	90%	71%	96%	68%
5	Other [Specify]	0%	0%	0%	3%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

Q11) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past seven months, such as advice from a health professional or other kinds of quitting assistance?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	11%	15%	8%	11%
2	No	87%	84%	91%	89%
7	Don't Know	0%	1%	0%	0%
9	Refused	2%	0%	1%	0%
	Total	100%	100%	100%	100%

Q11a) What did you use?

Code		17	19	20	38
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Advice from a health professional	47%	32%	60%	45%
2	Website or web-based program	0%	0%	10%	5%
3	Group or counseling cessation program	6%	0%	15%	3%
4	Self-help materials	0%	16%	10%	18%
5	Something else [Specify]	47%	53%	10%	29%
7	Don't Know	0%	0%	0%	0%
9	Refused	6%	0%	0%	0%

Q11b) Who was the health professional whose advice you used? Was it a . . .

Code		7	5	11	16
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Physician	86%	100%	91%	81%
2	Nurse	14%	0%	0%	6%
3	Pharmacist	0%	0%	0%	6%
4	Dentist	0%	0%	0%	0%
5	Other [Specify]	0%	0%	9%	13%
7	Don't Know	0%	0%	0%	6%
9	Refused	0%	0%	0%	0%

**Q12&Q12a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/
Have you used any tobacco products, even a pinch, in the last 30 days?**

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Yes	82%	73%	70%	71%
2	No	18%	27%	30%	29%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q13a) When was the last time you smoked a cigarette, even a puff?

Code		121	84	161	229
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
666	Less than 1 day	93%	85%	88%	87%
1	1 to 4 days	4%	7%	6%	7%
2	5 to 9 days	0%	2%	2%	3%
3	10 to 17 days	0%	4%	2%	2%
4	18 to 24 days	1%	0%	1%	1%
5	25 to 29 days	0%	1%	1%	0%
6	30+ days or more (1 month or more)	0%	1%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	1%	0%	0%	0%
999	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q13b) When was the last time you smoked a cigar, even a puff?

		10	7	16	25
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	30%	43%	44%	32%
1	1 to 4 days	60%	29%	19%	20%
2	5 to 9 days	10%	14%	19%	12%
3	10 to 17 days	0%	0%	6%	16%
4	18 to 24 days	0%	0%	6%	4%
5	25 to 29 days	0%	14%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	6%	12%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	4%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q13c) When was the last time you smoked a pipe, even a puff?

		2	1	2	3
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	0%	0%	50%	33%
1	1 to 4 days	0%	0%	0%	0%
2	5 to 9 days	0%	0%	0%	33%
3	10 to 17 days	50%	100%	50%	33%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	50%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q13d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?

		7	10	15	21
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	71%	80%	79%	76%
1	1 to 4 days	29%	10%	7%	14%
2	5 to 9 days	0%	0%	7%	5%
3	10 to 17 days	0%	0%	7%	5%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	10%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q13e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q3», even a puff or pinch?

		0	1	2	2
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
666	Less than 1 day	0%	0%	0%	0%
1	1 to 4 days	100%	50%	50%	60%
2	5 to 9 days	0%	0%	0%	0%
3	10 to 17 days	0%	50%	0%	20%
4	18 to 24 days	0%	0%	50%	20%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q14) How motivated are you to stop using tobacco? Would you say . . .

		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Code					
1	A great deal	50%	59%	58%	59%
2	A lot	16%	19%	18%	24%
3	A little	25%	18%	13%	11%
4	Not at all	7%	4%	9%	5%
7	Don't Know	0%	0%	0%	0%
9	Refused	2%	0%	1%	1%
	Total	100%	100%	100%	100%

Q15) How confident are you that you could stop using tobacco? Would you say . . .

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Very confident	42%	46%	52%	49%
2	Somewhat confident	25%	29%	19%	27%
3	A little confident	18%	16%	13%	15%
4	Not confident at all	11%	9%	14%	8%
7	Don't Know	1%	0%	0%	0%
9	Refused	2%	0%	2%	0%
	Total	100%	100%	100%	100%

Q16) What is your single greatest motivation for wanting to stop using tobacco?

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Societal pressure	1%	0%	0%	0%
2	Work pressure	0%	0%	0%	1%
3	Health	68%	59%	66%	65%
4	Cost of tobacco products	6%	8%	7%	7%
5	Family/Friends	18%	30%	22%	25%
6	Other (Specify)	1%	1%	1%	1%
7	Religious reasons	1%	0%	0%	0%
8	Smell	1%	2%	0%	1%
77	Don't Know	1%	0%	0%	0%
99	Refused	3%	0%	4%	0%
	Total	100%	100%	100%	100%

Q17) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .

Code		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
1	Very satisfied	45%	60%	67%	69%
2	Mostly satisfied	16%	22%	15%	14%
3	Somewhat satisfied	19%	12%	13%	12%
4	Not at all satisfied	16%	6%	4%	4%
7	Don't Know	1%	0%	0%	0%
9	Refused	2%	0%	1%	0%
	Total	100%	100%	100%	100%

SEX

		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	Male	35%	33%	37%	38%
	Female	65%	67%	63%	62%
	Total	100%	100%	100%	100%

AGE

		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	15-24	6%	6%	9%	7%
	25-34	20%	19%	14%	18%
	35-44	17%	18%	16%	19%
	45-54	29%	34%	35%	31%
	55-64	20%	17%	21%	19%
	65-74	6%	6%	4%	5%
	75+	1%	0%	1%	1%
	Refused/Not asked	0%	0%	0%	0%
	Total	100%	100%	100%	100%

RACE

		158	125	256	354
		7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
	White	51%	64%	52%	57%
	Black or African American	38%	28%	41%	36%
	Am Indian or Alaska Native	1%	0%	2%	2%
	Asian	0%	0%	0%	0%
	Other	6%	6%	5%	5%
	Not asked/Not collected	3%	1%	0%	0%
	Don't Know	0%	0%	0%	0%
	Refused	1%	1%	0%	0%
	Total	100%	100%	100%	100%

PREGNANT

	158	125	256	354
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Pregnant	4%	2%	3%	1%
Planning Pregnancy	1%	2%	0%	0%
Breast-Feeding	0%	1%	0%	1%

HISPANIC

	158	125	256	354
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Hispanic	11%	6%	5%	6%

SMOKELESS TOBACCO USER

	158	125	256	354
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Smokeless	8%	18%	11%	15%

EDUCATION

	158	125	256	354
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Less than 9th grade	5%	4%	2%	5%
Grade 9-11	20%	17%	19%	14%
High School Degree	27%	29%	34%	29%
GED	7%	7%	6%	6%
Some Technical or Trade School	3%	3%	2%	2%
Some College or University	25%	25%	24%	26%
Technical/Trade Degree	2%	3%	3%	3%
College or University Degree	8%	10%	8%	13%
Post College	0%	0%	0%	0%
Not asked/Not collected	3%	1%	2%	2%
Don't Know	0%	0%	0%	0%
Refused	0%	1%	0%	0%
Total	100%	100%	100%	100%

INSURED

	158	125	256	354
	7-month Single/NoNRT	7-month Single/NRT	7-month Multi/NoNRT	7-month Multi/NRT
Uninsured	41%	50%	38%	43%
Private	25%	17%	24%	25%
Medicaid/Medicare	32%	30%	36%	31%
Not asked/Not collected	0%	2%	1%	0%
Don't Know/Refused	2%	1%	1%	1%
Total	100%	100%	100%	100%

APPENDIX B

4-month follow-up interview questions and percentage results

4-month: September 2010 - August 2011 cohorts

Q1) When you spoke with the Arkansas Tobacco Quitline and registered for services how would you rate your registration experience? Would you say . . .

Code	Category	190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	35%	58%	51%	55%
2	Good	48%	36%	36%	37%
3	Average	14%	6%	11%	6%
4	Poor	2%	0%	2%	2%
7	Don't Know	0%	0%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q2) After your registered with the Quitline, approximately how many minutes was your first intervention call with the Quit Coach?

Code	Category	190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1-4	1-4 minutes	6%	7%	4%	4%
5-9	5-9 minutes	18%	11%	7%	10%
10-15	10-15 minutes	33%	40%	40%	46%
16-20	16-20 minutes	6%	14%	15%	12%
21+	More than 20 minutes	11%	16%	20%	20%
555	Never Spoke to Quit Coach	21%	7%	8%	5%
777	Don't Know	4%	3%	5%	2%
999	Refused	1%	2%	1%	1%
	Total	100%	100%	100%	100%

Q3) How would you rate the amount of time you spoke with the Quit Coach? Was it . . .

Code	Category	150	281	158	582
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Just right	81%	88%	78%	89%
2	Too short	7%	2%	1%	1%
3	Too long	11%	9%	16%	9%
4	N/A - Didn't speak to Quit Coach	0%	0%	1%	0%
7	Don't Know	1%	0%	3%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q4) About how many coaching sessions did you receive from the Quit Coach?

Code	Category	114	464
		4-month Single/NoNRT	4-month Multi/NRT
0	0 sessions	N/A	6%
1	1 session	N/A	19%
2	2 sessions	N/A	21%
3	3 sessions	N/A	25%
4	4 sessions	N/A	19%
5	5 sessions	N/A	13%
6+	6+ sessions	N/A	0%
77	Don't Know	N/A	0%
99	Refused	N/A	0%
	Total	N/A	100%

Q5) Do you think the number of sessions you received from the Quit Coach was . . .

Code	Category	155	576
		4-month Single/NoNRT	4-month Multi/NRT
1	Just right	N/A	66%
2	Too many	N/A	12%
3	Not enough	N/A	17%
7	Don't Know	N/A	2%
9	Refused	N/A	3%
	Total	N/A	100%

Q6) Besides the first registration call, how many times did you call the Arkansas Tobacco Quitline?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0	0 times	65%	60%	59%	55%
1	1 time	16%	16%	18%	18%
2	2 times	7%	14%	8%	15%
3	3 times	5%	6%	6%	6%
4	4 times	1%	0%	1%	2%
5	5 times	1%	1%	2%	0%
6+	6+ times	1%	2%	1%	1%
555	Never Spoke to Quit Coach	2%	1%	2%	2%
777	Don't Know	0%	0%	2%	0%
999	Refused	2%	0%	1%	0%
	Total	100%	100%	100%	100%

Q7) How would you rate your experience with the Quit Coach? Was it . . .

Code		156	284	160	587
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Excellent	30%	51%	41%	47%
2	Good	40%	37%	36%	40%
3	Average	18%	8%	12%	10%
4	Poor	6%	1%	6%	1%
5	Never Spoke to Coach	0%	0%	0%	1%
7	Don't Know	0%	0%	2%	0%
9	Refused	6%	2%	3%	1%
	Total	100%	100%	100%	100%

Q8) Did you use the educational materials the Quitline sent you?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	46%	82%	61%	85%
2	No	22%	11%	24%	11%
8	N/A - Never received materials	29%	6%	11%	4%
7	Don't Know	2%	0%	0%	0%
9	Refused	1%	0%	3%	0%
	Total	100%	100%	100%	100%

Q8a) How helpful were the materials in helping you quit? Were these . . .

Code		87	248	105	521
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	37%	44%	43%	51%
2	Somewhat helpful	49%	46%	50%	42%
3	Not at all helpful	14%	10%	6%	7%
7	Don't Know	0%	0%	1%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q8b) Did you share the materials you received with a friend, family member, or anyone else?

Code		87	248	105	521
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	45%	60%	57%	59%
2	No	55%	40%	42%	41%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	1%	0%
	Total	100%	100%	100%	100%

Q9) How helpful was the Quitline in providing information about medications for quitting tobacco such as the nicotine patch? Would you say . . .

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	47%	72%	57%	73%
2	Somewhat helpful	20%	22%	22%	24%
3	Not at all helpful	15%	4%	13%	3%
5	Not applicable	10%	1%	2%	0%
7	Don't Know	5%	0%	1%	0%
9	Refused	3%	0%	5%	0%
	Total	100%	100%	100%	100%

Q10) How helpful was the Quit Coach in suggesting ways to help you quit tobacco, such as dealing with urges and getting social support? Would you say . . .

Code		148	279	160	584
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very helpful	51%	71%	61%	72%
2	Somewhat helpful	31%	26%	23%	22%
3	Not at all helpful	11%	3%	8%	3%
5	Not applicable	5%	0%	1%	1%
7	Don't Know	1%	0%	1%	0%
9	Refused	1%	0%	6%	1%
	Total	100%	100%	100%	100%

Q11) Did the Quit Coach provide you with a referral for other resources in your community to help you in your quit process?

Code		149	279	160	584
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	41%	50%	39%	47%
2	No	44%	35%	41%	42%
5	N/A - Caller didn't want referral	4%	1%	4%	4%
7	Don't Know	8%	13%	8%	6%
9	Refused	3%	0%	8%	1%
	Total	100%	100%	100%	100%

Q11a) How satisfied were you with the referrals your Quit Coach provided you to assist you in your quit attempt? Were you . . .

Code		61	139	63	273
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very satisfied	51%	61%	67%	64%
2	Mostly satisfied	23%	22%	16%	21%
3	Somewhat satisfied	11%	12%	11%	10%
4	Not at all satisfied	8%	1%	2%	2%
7	Don't Know	7%	3%	4%	3%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q11b) Did you find these other resources helpful in your quit attempt?

Code		61	139	63	273
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	72%	72%	73%	77%
2	No	15%	16%	16%	16%
7	Don't Know	13%	12%	11%	7%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q12) Since calling the Quitline, have you used any of the following programs or services in your community to help you with your quit process? How about . . .

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Other telephone counseling programs	1%	2%	1%	1%
2	In-person class or group	3%	4%	1%	2%
3	Websites	2%	5%	5%	7%
4	Hypnosis or acupuncture	1%	1%	0%	1%
5	Nothing	90%	90%	87%	90%
7	Don't Know	1%	0%	0%	0%
9	Refused	3%	0%	6%	0%

Q13) Overall, how satisfied were you with the service you received from the Quitline? Were you . . .

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very satisfied	36%	58%	48%	62%
2	Mostly satisfied	23%	21%	17%	20%
3	Somewhat satisfied	21%	16%	19%	14%
4	Not at all satisfied	16%	4%	9%	4%
7	Don't Know	1%	1%	0%	0%
9	Refused	3%	0%	6%	0%
	Total	100%	100%	100%	100%

Q14) Did the Arkansas Tobacco Quitline meet your expectations?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	66%	87%	73%	89%
2	No	28%	12%	19%	10%
7	Don't Know	2%	1%	2%	0%
9	Refused	4%	0%	6%	0%
	Total	100%	100%	100%	100%

Q15) Would you recommend the Arkansas Tobacco Quitline to others?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	83%	95%	82%	95%
2	No	13%	4%	11%	5%
7	Don't Know	0%	1%	1%	0%
9	Refused	4%	0%	6%	0%
	Total	100%	100%	100%	100%

Q16) Do you currently smoke cigarettes every day, some days, or not at all?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	58%	35%	45%	37%
2	Some days	17%	28%	17%	26%
3	Not at all	21%	37%	31%	37%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

Q16a) How many cigarettes do you smoke per day on the days that you smoke?

Code		143	190	107	386
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
0-19	Less than 1 pack	66%	71%	74%	78%
20	1 pack	27%	19%	18%	17%
21-39	Less than 2 packs	4%	5%	6%	3%
40+	2 packs or more	3%	5%	2%	2%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q16b) Is your usual cigarette brand menthol or non-menthol?

Code		48	26	40	187
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Menthol	52%	50%	50%	39%
2	Non-menthol	48%	50%	50%	61%
3	No usual type	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q17a) What types of tobacco have you used in the past 30 days . . . Cigarettes?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	78%	65%	65%	66%
2	No	18%	35%	28%	34%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

Q17b) [What types of tobacco have you used in the past 30 days . . .] Cigars, cigarillos, or little cigars?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	6%	4%	10%	6%
2	No	90%	96%	83%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

Q17c) [What types of tobacco have you used in the past 30 days . . .] Pipe?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	1%	1%	0%	0%
2	No	95%	99%	93%	100%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

Q17d) [What types of tobacco have you used in the past 30 days . . .] Chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	3%	12%	4%	7%
2	No	93%	88%	89%	93%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

Q17e) [What types of tobacco have you used in the past 30 days . . .] Any other types of tobacco, such as snus?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	1%	1%	0%	1%
2	No	95%	99%	93%	99%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

Q18) What types of other products do you use?

Code		1	2	0	7
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Bidis	0%	0%	0%	0%
2	Kreteks/Clove flavored cigarettes	0%	0%	0%	0%
3	Tobacco pouches or snus	100%	100%	0%	86%
4	Tobacco orbs	0%	0%	0%	0%
5	Tobacco strips or straws	0%	0%	0%	0%
6	Water pipes or hookahs	0%	0%	0%	0%
8	Other [Specify]	0%	0%	0%	0%
77	Don't Know	0%	0%	0%	14%
99	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q19b) Do you currently smoke cigars, cigarillos, or little cigars every day, some days, or not at all?

Code		12	13	18	37
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	25%	38%	17%	38%
2	Some days	58%	38%	50%	62%
3	Not at all	17%	23%	33%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q20b) How many cigars, cigarillos, or little cigars do you smoke per week during the weeks that you smoke?

Code		12	35	13	37
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	8%	0%	8%	3%
1-9	1-9	50%	86%	38%	60%
10+	10 or more	42%	14%	54%	38%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q19c) Do you currently smoke a pipe every day, some days, or not at all?

Code		1	2	0	3
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	0%	0%	0%	0%
2	Some days	100%	100%	0%	67%
3	Not at all	0%	0%	0%	33%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q20c) How many pipes do you smoke per week during the weeks that you smoke?

Code		1	1	0	2
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	0%	0%	0%	0%
1-9	1-9	100%	100%	0%	100%
10+	10+	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q19d) Do you currently use chewing tobacco, snuff, or dip every day, some days, or not at all?

Code		6	35	7	44
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	50%	43%	43%	55%
2	Some days	50%	48%	43%	39%
3	Not at all	0%	9%	0%	7%
7	Don't Know	0%	0%	14%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q20d) How many pouches or tins do you use per week during the weeks that you use tobacco?

Code		6	32	6	41
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	17%	13%	0%	15%
1-9	1-9 tins	83%	84%	83%	83%
10+	10 or more tins	0%	3%	17%	2%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q19e) Do you currently use other types of tobacco, such as «insert tobacco given in Q18» every day, some days, or not at all?

Code		1	2	0	7
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Every day	0%	0%	0%	29%
2	Some days	100%	100%	0%	71%
3	Not at all	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q20e) How much [how many] other types of tobacco, such as «insert tobacco given in Q18» do you use per week during the weeks that you use other tobacco?

Code		1	2	0	7
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 per week	0%	50%	0%	0%
1+	1 or more	100%	50%	0%	100%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q21a) How soon after you wake up do you smoke your first cigarette?

Code		167	228	128	462
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Within five minutes	37%	37%	41%	34%
2	6 to 30 minutes	29%	27%	27%	29%
3	31 to 60 minutes	13%	14%	13%	10%
4	More than 60 minutes	20%	21%	19%	26%
7	Don't Know	0%	1%	0%	0%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q21b) How soon after you wake up do you use tobacco other than cigarettes?

Code		68	125	70	251
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Within five minutes	78%	65%	69%	73%
2	6 to 30 minutes	4%	5%	6%	4%
3	31 to 60 minutes	1%	4%	1%	3%
4	More than 60 minutes	13%	22%	23%	19%
7	Don't Know	2%	2%	1%	1%
9	Refused	2%	2%	0%	0%
	Total	100%	100%	100%	100%

Q22a) Do you intend to quit using cigarettes within the next 30 days?

Code		150	197	111	404
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	67%	78%	73%	77%
2	No	29%	20%	27%	22%
7	Don't Know	3%	2%	0%	1%
9	Refused	1%	0%	0%	0%
	Total	100%	100%	100%	100%

Q22b) Do you intend to quit using cigars, cigarillos, or little cigars within the next 30 days?

Code		12	13	18	37
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	75%	77%	78%	73%
2	No	25%	23%	22%	27%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q22c) Do you intend to quit using a pipe within the next 30 days?

Code		1	2	0	3
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	100%	0%	100%
2	No	100%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q22d) Do you intend to quit using chewing tobacco, snuff, or dip such as Grizzly, Red Seal, or Longhorn within the next 30 days?

Code		6	35	7	44
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	33%	57%	29%	64%
2	No	67%	43%	57%	36%
7	Don't Know	0%	0%	14%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q22e) Do you intend to quit using other types of tobacco, such as «insert tobacco given in Q18» within the next 30 days?

Code		1	2	0	7
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	100%	100%	0%	86%
2	No	0%	0%	0%	14%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q23) Since you first called the Quitline on «registration date», 4 months ago did you stop using tobacco for 24 hours or longer because you were trying to quit?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	66%	89%	72%	93%
2	No	29%	11%	21%	7%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	7%	0%
	Total	100%	100%	100%	100%

Q23a) How many times did you stop using tobacco for 24 hours or longer? For example, if you quit for 2 days and then started smoking again, and then stopped for a week and started smoking again, that counts as 2 quits.

Code		126	270	124	568
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	1 time	42%	43%	52%	42%
2	2 times	25%	23%	19%	24%
3	3 times	17%	16%	15%	16%
4	4 times	6%	7%	3%	7%
5	5 times	2%	3%	3%	2%
6-9	6-9 times	1%	4%	2%	3%
10+	10+ times	2%	2%	3%	3%
777	Don't Know	1%	0%	0%	1%
999	Refused	4%	1%	2%	1%
	Total	100%	100%	100%	100%

Q24) Our records indicate that the Arkansas Tobacco Quitline sent you Nicotine Replacement «NRT type». Did you use the «NRT type» sent to you by the Arkansas Tobacco Quitline?

Code		25	222	66	544
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	99%	0%	97%
2	No - Didn't use but received NRT	68%	0%	71%	2%
3	No - Never received NRT	24%	1%	12%	1%
7	Don't Know	0%	0%	3%	0%
9	Refused	8%	0%	14%	0%
	Total	100%	100%	100%	100%

Q24NRT0) Since your call to the Quitline on «registration date», 4 months ago, have you used any Nicotine Replacement Therapy such as patches, gum, lozenges, or inhalers?

Code		190	84	172	79
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	0%	99%	0%	100%
2	No	95%	1%	93%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	7%	0%
	Total	100%	100%	100%	100%

Q24a) Which NRT did you use?

Code		0	83	0	79
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Patches	0%	65%	0%	67%
2	Gum	0%	34%	0%	35%
3	Lozenges	0%	5%	0%	13%
4	Inhaler	0%	2%	0%	3%
5	Nasal Spray	0%	0%	0%	0%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	0%	0%	0%

Q24b-1, Q24b-2, & Q24b-3) How many days did you use the Nicotine Replacement Therapy?

Code		0	301	0	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	None (0 days)	0%	11%	0%	10%
2	1-7 days	0%	26%	0%	24%
3	8-13 days	0%	15%	0%	18%
4	14 days - 2 weeks	0%	27%	0%	29%
5	15-21 days	0%	5%	0%	4%
6	22-28 days	0%	4%	0%	5%
7	29-49 days	0%	7%	0%	6%
8	56 days - 8 weeks	0%	5%	0%	4%
77	Don't Know	0%	0%	0%	0%
99	Refused	0%	0%	0%	0%
	Total	0%	100%	0%	100%

Q24c) Please tell me the reasons for not using the full «2-week or 8-week depending on NRT sent» course of your NRT.

		9	78	30	103
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	I decided not to take it	11%	3%	3%	0%
2	I didn't feel I needed it	11%	13%	10%	11%
3	I worried about the side effects	0%	1%	27%	5%
4	I had problems using it	0%	37%	3%	50%
5	I was too busy with other things	11%	1%	3%	1%
6	I simply forgot	11%	3%	0%	1%
7	I had too many other medications to take	11%	0%	7%	0%
8	I successfully quit	0%	5%	3%	5%
10	Not ready to quit/Still smoking	22%	27%	27%	21%
11	Never received/Not sent full dose	0%	4%	0%	0%
9	Other [Specify]	22%	6%	10%	6%
77	Don't Know	0%	0%	7%	1%
99	Refused	0%	0%	0%	0%

Q24d) After using the «2-week or 8-week depending on NRT sent» course of «NRT type» sent to you by the Quitline, did you buy more NRT of any kind?

		8	218	20	529
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	0%	29%	0%	28%
2	No	88%	71%	100%	72%
7	Don't Know	0%	0%	0%	0%
9	Refused	13%	0%	0%	0%
	Total	100%	100%	100%	100%

Q25) Since you first called the Quitline four months ago, have you used any pills or medications such as Chantix or Zyban to help you quit?

		190	302	172	611
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	11%	5%	12%	6%
2	No	85%	95%	81%	94%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	7%	0%
	Total	100%	100%	100%	100%

Q25a) What types of pills or medication did you use?

		20	14	20	34
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Zyban	5%	0%	0%	3%
2	Bupropion	0%	7%	0%	3%
3	Wellbutrin	5%	36%	5%	24%
4	Chantix or Varenicline	90%	57%	90%	71%
5	Other [Specify]	10%	0%	0%	0%
7	Don't Know	0%	0%	5%	0%
9	Refused	0%	0%	0%	0%

Q26) Other than the Quitline or medications, did you use any other kinds of assistance to help you quit over the past four months, such as advice from a health professional or other kinds of quitting assistance?

		190	302	172	611
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Yes	9%	13%	8%	10%
2	No	86%	86%	85%	90%
7	Don't Know	0%	0%	0%	0%
9	Refused	5%	0%	7%	0%
	Total	100%	100%	100%	100%

Q26a) What did you use?

		17	41	14	64
		4-month	4-month	4-month	4-month
Code		Single/NoNRT	Single/NRT	Multi/NoNRT	Multi/NRT
1	Advice from a health professional	53%	41%	57%	50%
2	Website or web-based program	0%	0%	7%	3%
3	Group or counseling cessation program	12%	5%	7%	8%
4	Self-help materials	18%	15%	14%	9%
5	Something else [Specify]	1%	5%	1%	3%
7	Don't Know	0%	0%	0%	0%
9	Refused	6%	2%	0%	0%

Q26b) Who was the health professional whose advice you used? Was it a . . .

		17	41	14	64
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Physician	89%	76%	88%	81%
2	Nurse	22%	18%	0%	9%
3	Pharmacist	0%	0%	0%	3%
4	Dentist	0%	0%	0%	0%
5	Other [Specify]	0%	6%	13%	9%
7	Don't Know	0%	0%	0%	0%
9	Refused	0%	6%	0%	0%

**Q27&Q27a) Have you smoked any cigarettes or used other tobacco, even a puff, in the last 30 days?/
Have you used any tobacco products, even a pinch, in the last 30 days?**

		190	302	172	611
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Yes	82%	73%	72%	71%
2	No	14%	27%	22%	29%
7	Don't Know	0%	0%	0%	0%
9	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

Q28a) When was the last time you smoked a cigarette, even a puff?

		149	195	111	402
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	90%	80%	83%	84%
1	1 to 4 days	5%	14%	9%	10%
2	5 to 9 days	2%	2%	3%	2%
3	10 to 17 days	1%	1%	2%	1%
4	18 to 24 days	1%	2%	3%	1%
5	25 to 29 days	1%	1%	1%	0%
6	30+ days or more (1 month or more)	0%	1%	0%	1%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	1%	1%	0%	0%
	Total	100%	100%	100%	100%

Q28b) When was the last time you smoked a cigar, even a puff?

		12	13	18	37
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	42%	46%	50%	49%
1	1 to 4 days	42%	8%	33%	27%
2	5 to 9 days	8%	23%	0%	16%
3	10 to 17 days	0%	0%	6%	0%
4	18 to 24 days	0%	8%	6%	0%
5	25 to 29 days	0%	0%	6%	5%
6	30+ days or more (1 month or more)	8%	15%	0%	3%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q28c) When was the last time you smoked a pipe, even a puff?

		1	2	0	3
Code		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	100%	50%	0%	0%
1	1 to 4 days	0%	0%	0%	0%
2	5 to 9 days	0%	50%	0%	33%
3	10 to 17 days	0%	0%	0%	33%
4	18 to 24 days	0%	0%	0%	0%
5	25 to 29 days	0%	0%	0%	33%
6	30+ days or more (1 month or more)	0%	0%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q28d) When was the last time you used chewing tobacco, snuff, or dip, even a pinch?

Code		6	35	7	44
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	83%	46%	71%	61%
1	1 to 4 days	17%	26%	29%	16%
2	5 to 9 days	0%	11%	0%	7%
3	10 to 17 days	0%	6%	0%	9%
4	18 to 24 days	0%	6%	0%	2%
5	25 to 29 days	0%	0%	0%	0%
6	30+ days or more (1 month or more)	0%	6%	0%	5%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	100%	100%

Q28e) When was the last time you used other types of tobacco, such as «insert tobacco given in Q18», even a puff or pinch?

Code		1	2	0	7
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
666	Less than 1 day	0%	0%	0%	14%
1	1 to 4 days	0%	0%	0%	14%
2	5 to 9 days	0%	50%	0%	0%
3	10 to 17 days	100%	0%	0%	43%
4	18 to 24 days	0%	0%	0%	14%
5	25 to 29 days	0%	0%	0%	14%
6	30+ days or more (1 month or more)	0%	50%	0%	0%
555	Never - Don't smoke cigarettes	0%	0%	0%	0%
777	Don't Know	0%	0%	0%	0%
999	Refused	0%	0%	0%	0%
	Total	100%	100%	0%	100%

Q29) How motivated are you to stop using tobacco? Would you say . . .

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	A great deal	42%	59%	55%	59%
2	A lot	28%	25%	19%	25%
3	A little	18%	12%	11%	13%
4	Not at all	7%	3%	6%	4%
7	Don't Know	1%	0%	1%	0%
9	Refused	5%	1%	8%	0%
	Total	100%	100%	100%	100%

Q30) How confident are you that you could stop using tobacco? Would you say . . .

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Very confident	36%	55%	44%	52%
2	Somewhat confident	31%	25%	22%	24%
3	A little confident	18%	13%	16%	15%
4	Not confident at all	10%	7%	10%	9%
7	Don't Know	1%	0%	0%	0%
9	Refused	5%	0%	8%	0%
	Total	100%	100%	100%	100%

Q31) What is your single greatest motivation for wanting to stop using tobacco?

Code		190	302	172	611
		4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
1	Societal pressure	1%	0%	1%	1%
2	Work pressure	0%	0%	0%	0%
3	Health	63%	65%	59%	59%
4	Cost of tobacco products	6%	6%	6%	7%
5	Family/Friends	23%	26%	23%	30%
6	Other (Specify)	0%	1%	1%	1%
7	Religious reasons	1%	1%	2%	1%
8	Smell	1%	1%	0%	1%
77	Don't Know	1%	0%	0%	0%
99	Refused	4%	0%	7%	0%
	Total	100%	100%	100%	100%

SEX

	190	302	172	611
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Male	35%	40%	30%	37%
Female	65%	60%	70%	63%
Total	100%	100%	100%	100%

AGE

	190	302	172	611
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
15-24	12%	8%	19%	11%
25-34	23%	20%	20%	19%
35-44	25%	21%	13%	18%
45-54	22%	28%	28%	27%
55-64	13%	18%	11%	19%
65-74	5%	6%	8%	6%
75+	1%	0%	0%	0%
Refused/Not asked	0%	0%	0%	0%
Total	100%	100%	100%	100%

RACE

	190	302	172	611
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
White	50%	60%	62%	60%
Black or African American	39%	34%	32%	33%
Am Indian or Alaska Native	1%	1%	1%	1%
Asian	0%	0%	0%	0%
Other	5%	5%	5%	5%
Not asked/Not collected	3%	1%	1%	0%
Don't Know	0%	0%	0%	0%
Refused	2%	0%	1%	0%
Total	100%	100%	100%	99%

PREGNANT

	13	5	32	16
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Pregnant	77%	40%	94%	56%
Planning Pregnancy	23%	40%	6%	31%
Breast-Feeding	0%	20%	0%	13%

HISPANIC

	190	302	172	611
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Hispanic	8%	7%	7%	5%

SMOKELESS TOBACCO USER

	190	302	172	611
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Smokeless	0%	0%	0%	0%

EDUCATION

	190	302	172	611
	4-month Single/NoNRT	4-month Single/NRT	4-month Multi/NoNRT	4-month Multi/NRT
Less than 9th grade	4%	4%	2%	5%
Grade 9-11	21%	19%	24%	16%
High School Degree	28%	27%	25%	30%
GED	6%	8%	8%	7%
Some Technical or Trade School	2%	2%	2%	2%
Some College or University	24%	24%	22%	25%
Technical/Trade Degree	3%	3%	3%	2%
College or University Degree	8%	10%	6%	10%
Post College	0%	0%	0%	0%
Not asked/Not collected	3%	1%	6%	1%
Don't Know	0%	0%	0%	0%
Refused	1%	1%	1%	0%
Total	100%	100%	100%	100%